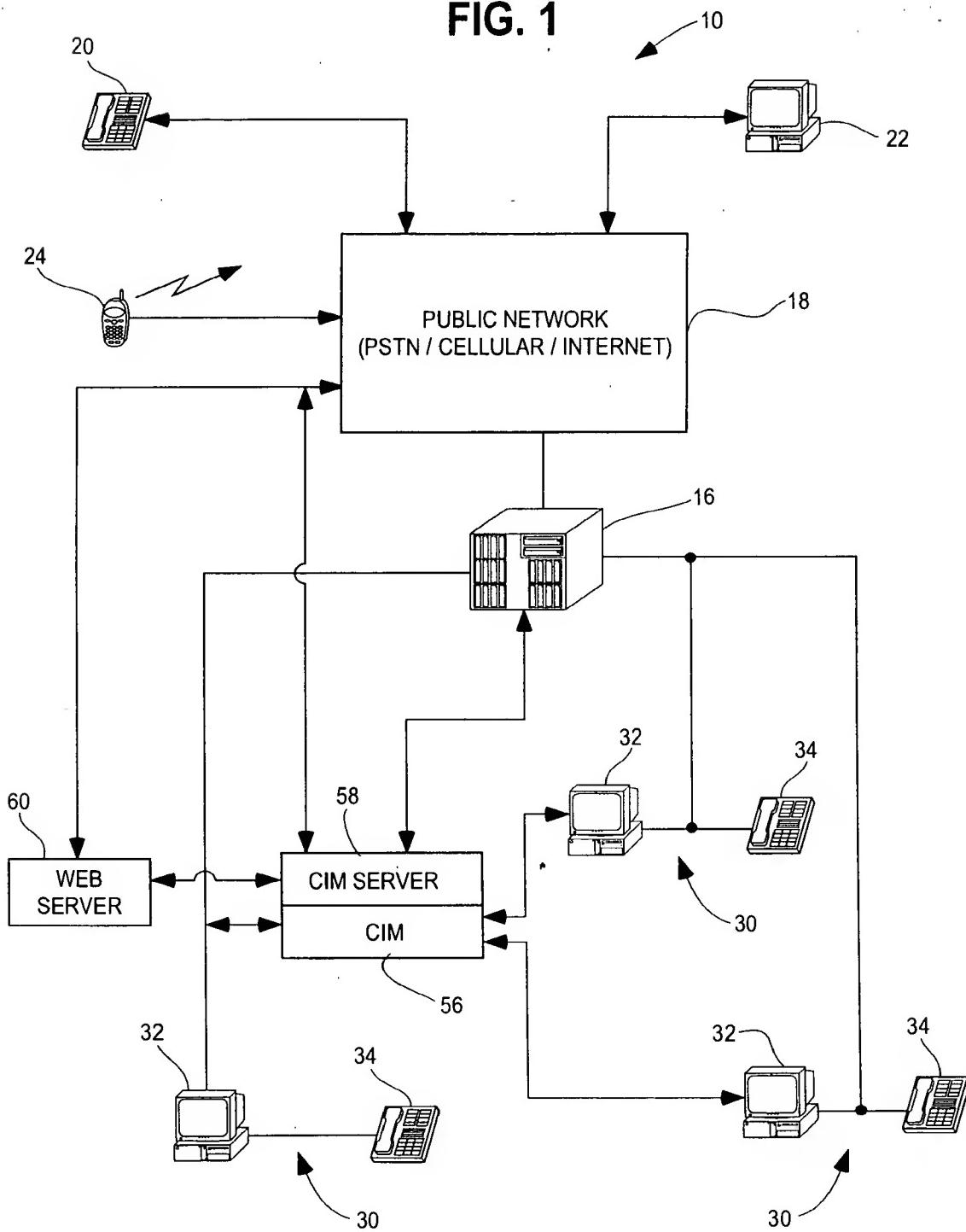


METHOD AND SYSTEM FOR ROUTING TRAFFIC IN AN AUTOMATIC CALL DISTRIBUTION SYSTEM BASED ON NON-VOICE DIALOG AGENT SKILL SET  
Applicant: Dezonno  
Serial No. 09/995,027; Filed: November 27, 2001  
Attorney Docket No. 6065-83766

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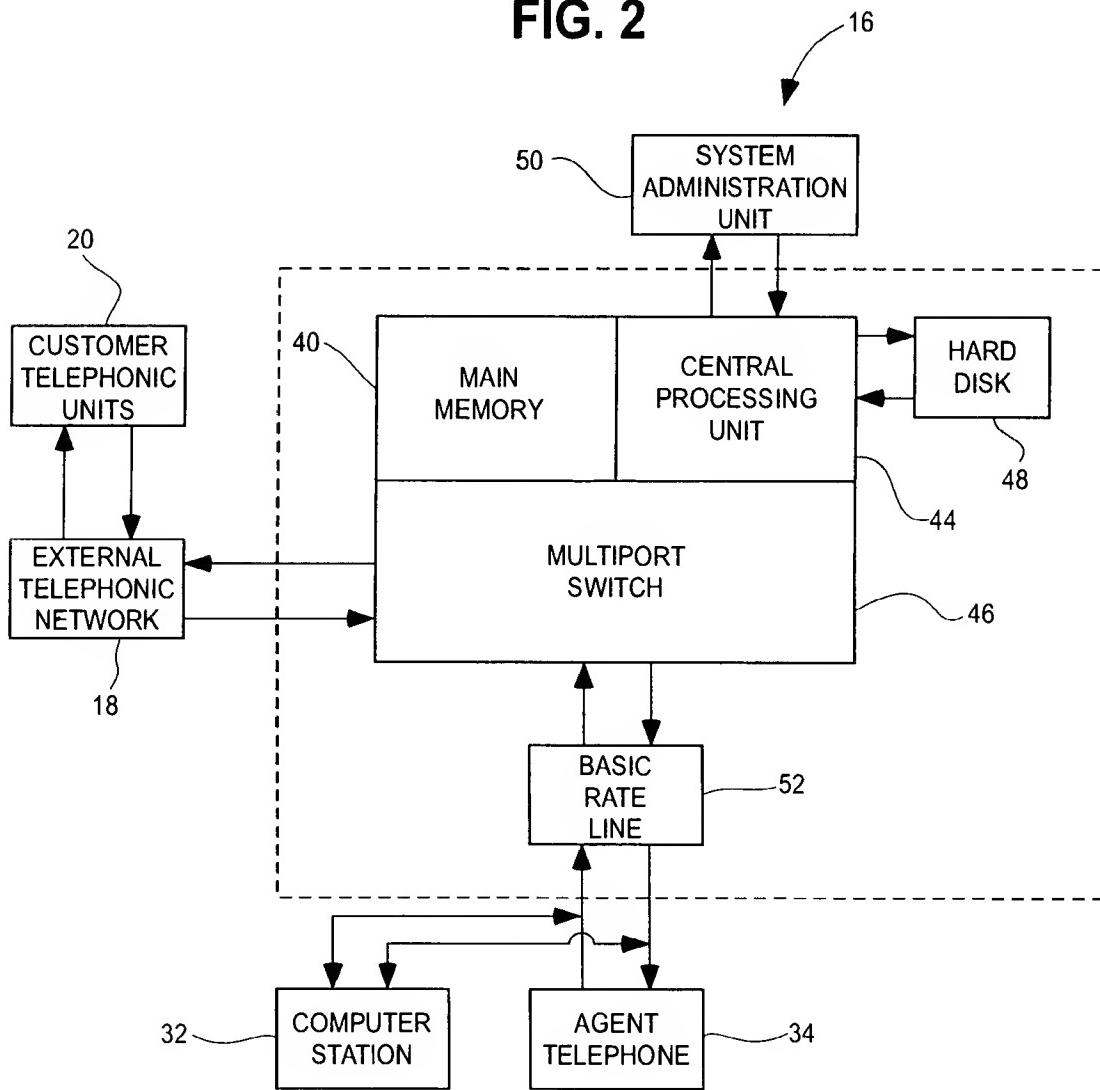
FIG. 1



METHOD AND SYSTEM FOR ROUTING TRAFFIC IN AN AUTOMATIC CALL DISTRIBUTION SYSTEM BASED ON NON-VOICE DIALOG AGENT SKILL SET  
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FIG. 2



METHOD AND SYSTEM FOR ROUTING TRANSACTIONS  
AN AUTOMATIC CALL DISTRIBUTION SYSTEM BASED ON A VOICE DIALOG AGENT SKILL SET

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FIG. 3

